



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100215

Date Received

07-JUN-2004

Repository ☐

Reference No.
10075773

OWNER INFORMATION (Type or Print)

Name

Address

City

WILMINGTON

State

DE

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO

In the absence of an authorization, NHTSA will not provide a copy of this report or address to the vehicle manufacturer.

Signature of Owner

Date 6/14/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side
2C3HD46R32H200801

Make

CHRYSLER

Model

CONCORDE

Model Year

2002

Engine

No. Cylinders

6

Fuel Type:

unleaded

Original Owner

☒

Dealer's City

Wilmington

State

DE

Zip Code

19808

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

034620 SERVICE BRAKES, HYDRAULIC; FOUNDATION COMPONENTS

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

20-MAY-2004

Failure Mileage

13,276

Failure Speed

35 MPH

WORN BRAKE PADS AND ROTORS ARE
WARPED. TOTAL COST TO REPAIR
ESTIMATED \$337.00

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC038)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fine

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

0

0

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e. parts repaired or replaced (and if old part is available).

WHILE DRIVING AT ANY SPEED VEHICLE VIBRATED UNCONTROLLABLY. CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE, AND DROVE IT TO THE DEALER FOR INSPECTION. MECHANIC DETERMINED THAT BRAKE PADS NEEDED TO BE REPLACED. *AK

AND ROTORS NEEDED TO BE TURNED DOWN BECAUSE THEY WERE WARPED. I MADE TWO COMPLAINTS ABOUT THE BRAKES ESPECIALLY THE LEFT FRONT. EXCESSIVE AMOUNT OF BRAKE DUST ON WHEEL. THEY KEPT TELLING ME NOTHING WAS WRONG. NOW THAT THE BRAKES ARE OUT OF WARRANTY THEY TELL ME THAT EXCESSIVE HEAT CAUSED THE WARPING OF THE ROTORS. BUT THAT IS NOT THEIR FAULT.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

THE DEALERSHIP TOLD ME THIS IS NORMAL WEAR. IF I DON'T FIND OUT THE CAUSE OF THESE PROBLEMS, THEN I WILL BE FACED WITH THE SAME PROBLEM AT 13,000 MILES AGAIN. I BELIEVE THAT THE CALIPER IS HANGING UP AND CONSTANTLY APPLYING HEAT TO THE ROTORS AND THAT IS WHY IT IS WARPED. THE DEALERSHIP DENIES THIS. CHRYSLER SAID I COULD TAKE IT TO ANOTHER DEALERSHIP THAT IS CHRYSLER RELATED FOR ANOTHER OPINION. THEY WOULD NOT TAKE THE WORD OF AN UNAUTHORIZED DEALER. EITHER WAY I AM STUCK WITH A BILL THAT THEY SHOULD HONOR. HOW MANY CARS WOULD THEY BE ABLE TO SELL IF THEY TOLD THE PUBLIC THAT THEIR BRAKING SYSTEM WOULD ONLY GET 13,000 MILES AND THE CUSTOMER IS STUCK WITH THE BILL. ATTACH ADDITIONAL SHEETS IF NECESSARY. THEY DEFINITELY HAVE A DEFECTIVE PROBLEM, THAT THEY WILL NOT ADMIT.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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BEEN SANITIZED

Meters 100

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and dial toll free at

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COMPLETE THIS FORM
ON

DOT AUTO SAFETY HOTLINE

**VEHICLE
OWNER'S
QUESTIONNAIRE**

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**